

State of New Hampshire
Department of Health and Human Services
Division of Economic & Housing Stability – Bureau
of Family Assistance
Presented to House Finance Division III
February 23, 2021
Chris Santaniello

Agenda

- **Contact Information**
- **Overview of Division/Bureau**
- **Key Programs / Services**
- **Population Served**
- **Delivery System**
- **Accomplishments and Key Challenges**
- **Workload Benchmarks**
- **Financial Summary**



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Mission Statement – Bureau of Family Assistance

To provide valued services and supports to assist children, individuals, and families towards upward social and economic well-being. To decrease the need for assistance by providing services and supports, in the areas including, but not limited to: employment, family well-being, and barrier removal.



Mission Statement – Bureau of Employment Services

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To assist families and parents with upward economic mobility by promoting work through the provision of employment support and training services in an effort to strengthen families, improving child and family well-being.



Overview – Bureau of Family Assistance

- BFA assists individuals and families to gain access to Supplemental Nutrition Assistance Program (SNAP), Medical Coverage, State Supplemental Programs, Temporary Assistance to Needy Families (TANF), and Child Care Scholarship.
- To ensure adults, children, and families have access to: health care, nutritious food, child care, and financial resources to maintain their household.
- BFA also sets policy and program implementation for the Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance to Needy Families (TANF).

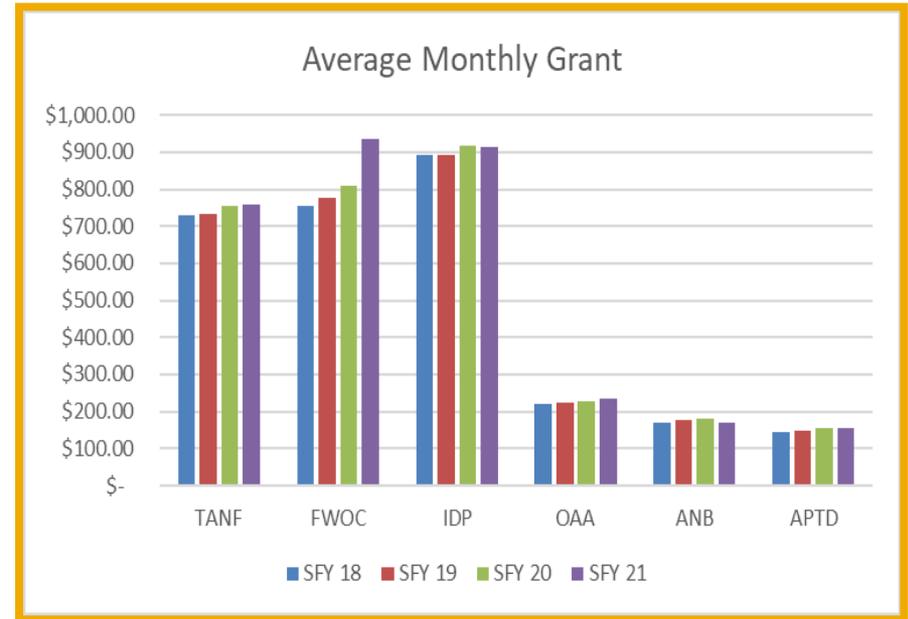
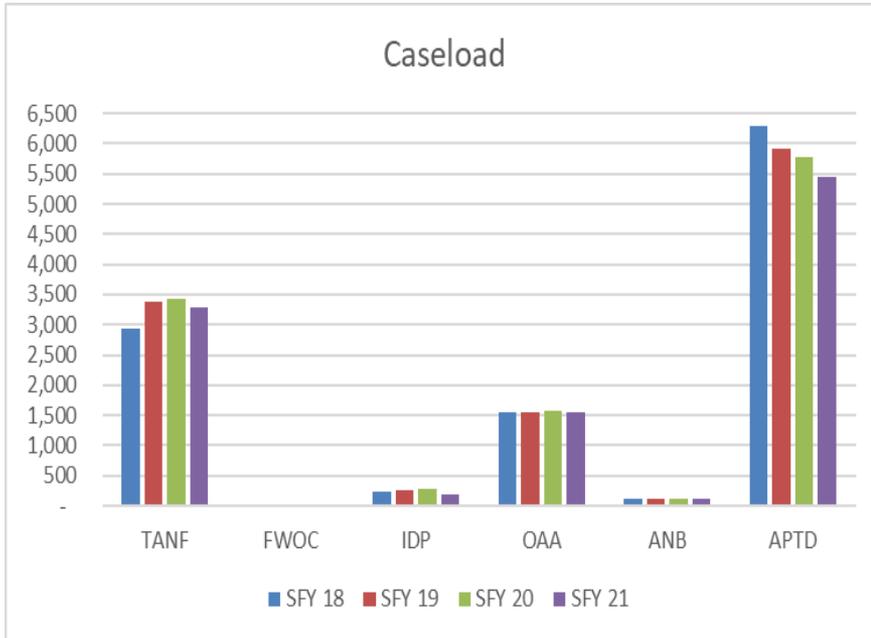


Overview – Bureau of Employment Supports

- Provides employment support to people who receive TANF and SNAP through the New Hampshire Employment Program (NHEP).
- Utilizing a Whole Families Approach to Jobs framework, NHEP provides parents with employability skills that will result in establishing viable careers to move children and families out of poverty.
- Ensure participants gain employment, have an understanding of the community resources, obtain assorted life skills to balance work and family, and an identified career pathway to attaining long term career goals.
- Works with employers and educational/training organizations to address labor market needs through training. Focus on training opportunities to assist parents in gaining employment credentials that will result in high wage, high demand industries.



Caseload and Average Monthly Grant



	SFY 18	SFY 19	SFY 20	SFY 21
TANF	2,926	3,379	3,434	3,291
FWOC	13	18	14	8
IDP	236	250	269	188
OAA	1,543	1,560	1,578	1,538
ANB	122	117	112	122
APTD	6,283	5,911	5,785	5,447

	SFY 18	SFY 19	SFY 20	SFY 21
TANF	\$ 731.55	\$ 731.84	\$ 753.33	\$ 757.28
FWOC	\$ 753.53	\$ 775.40	\$ 808.62	\$ 937.29
IDP	\$ 890.91	\$ 893.21	\$ 915.90	\$ 915.43
OAA	\$ 220.17	\$ 225.00	\$ 229.20	\$ 235.64
ANB	\$ 170.67	\$ 175.99	\$ 178.85	\$ 170.67
APTD	\$ 146.16	\$ 147.88	\$ 153.58	\$ 154.44



Caseloads

SFY 18 Actual

Case Type	Caseload	Avg. Mo. Grant	General	Total
TANF	2,926	\$ 731.55	\$ 1,874,063	\$25,684,577
FWOC	13	\$ 753.53	\$ 116,043	\$ 116,043
IDP	236	\$ 890.91	\$ 2,517,709	\$ 2,517,709
OAA	1,543	\$ 220.17	\$ 4,077,868	\$ 4,077,868
ANB	122	\$ 170.67	\$ 249,850	\$ 249,850
APTD	6,283	\$ 146.16	\$11,019,432	\$11,019,432

SFY 19 Actual

Case Type	Caseload	Avg. Mo. Grant	General	Total
TANF	3,379	\$ 731.84	\$10,387,197	\$29,677,706
FWOC	18	\$ 775.40	\$ 171,363	\$ 171,363
IDP	250	\$ 893.21	\$ 2,680,535	\$ 2,680,535
OAA	1,560	\$ 225.00	\$ 4,211,524	\$ 4,211,524
ANB	117	\$ 175.99	\$ 247,438	\$ 247,438
APTD	5,911	\$ 147.88	\$10,490,365	\$10,490,365



Caseloads

SFY 20 Budgeted

Case Type	PIT Caseload	Avg. Mo. Grant	General	Total
TANF	4,253	\$ 753.33	\$14,874,063	\$38,447,215
FWOC	21	\$ 722.67	\$ 183,840	\$ 183,840
IDP	306	\$ 902.20	\$ 3,312,895	\$ 3,312,895
OAA	1,543	\$ 220.55	\$ 4,083,820	\$ 4,083,820
ANB	122	\$ 170.67	\$ 249,850	\$ 249,850
APTD	5,578	\$ 146.16	\$ 9,784,044	\$ 9,784,044

SFY 20 Actual

Case Type	PIT Caseload	Avg. Mo. Grant	General	Total
TANF	3,434	\$ 753.33	\$14,153,428	\$30,788,402
FWOC	14	\$ 808.62	\$ 138,273	\$ 138,273
IDP	269	\$ 915.90	\$ 2,956,530	\$ 2,956,530
OAA	1,578	\$ 229.20	\$ 4,339,076	\$ 4,339,076
ANB	112	\$ 178.85	\$ 243,623	\$ 243,623
APTD	5,785	\$ 153.58	\$10,661,418	\$10,661,418



Caseloads

SFY 21 Budgeted

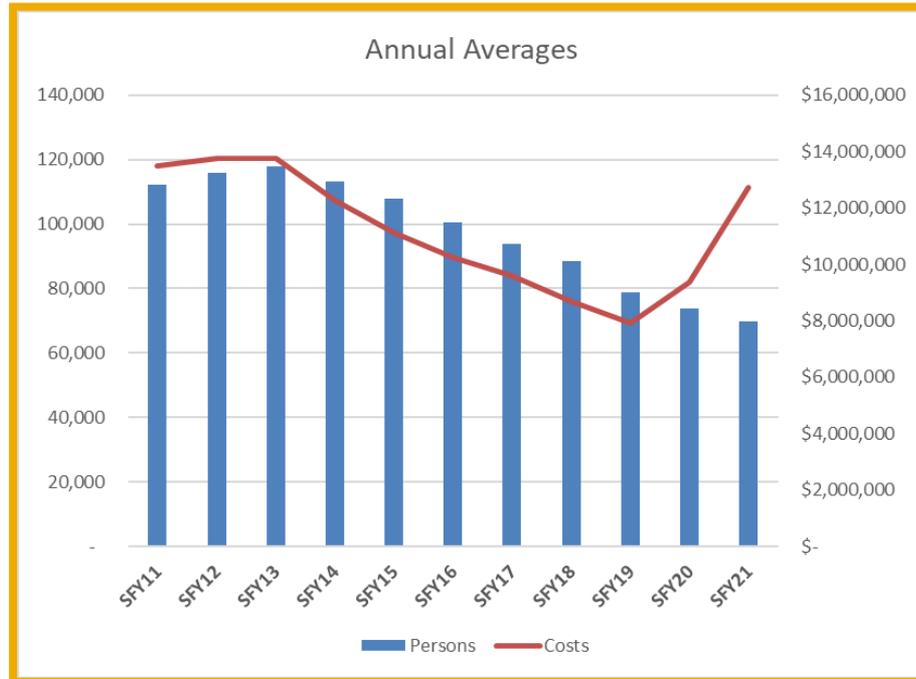
Case Type	PIT Caseload	Avg. Mo. Grant	General	Total
TANF	4,253	\$ 753.33	\$14,874,063	\$38,447,215
FWOC	21	\$ 722.67	\$ 183,840	\$ 183,840
IDP	306	\$ 902.32	\$ 3,313,335	\$ 3,313,335
OAA	1,543	\$ 220.55	\$ 4,083,820	\$ 4,083,820
ANB	122	\$ 170.67	\$ 249,850	\$ 249,850
APTD	5,206	\$ 146.16	\$ 9,132,300	\$ 9,132,300

SFY 21 Based on Dec 2020 Actual

Case Type	PIT Caseload	Avg. Mo. Grant	General	Total
TANF	\$ 757.28	\$11,978,000	\$29,945,001	\$ 757.28
FWOC	\$ 937.29	\$ 96,541	\$ 96,541	\$ 937.29
IDP	\$ 915.43	\$ 2,013,939	\$ 2,013,939	\$ 915.43
OAA	\$ 235.64	\$ 4,373,028	\$ 4,373,028	\$ 235.64
ANB	\$ 170.67	\$ 249,850	\$ 249,850	\$ 170.67
APTD	\$ 154.44	\$10,020,912	\$10,020,912	\$ 154.44



SNAP Annual Average Caseload and Cost



ANNUAL AVERAGES	Persons	Costs
SFY11	112,302	\$ 13,490,680
SFY12	115,987	\$ 13,772,453
SFY13	117,899	\$ 13,767,773
SFY14	113,331	\$ 12,273,389
SFY15	107,685	\$ 11,128,842
SFY16	100,500	\$ 10,245,866
SFY17	93,907	\$ 9,605,497
SFY18	88,384	\$ 8,679,508
SFY19	78,908	\$ 7,914,132
SFY20	73,781	\$ 9,380,349
SFY21	69,871	\$ 12,722,602

*Increase in SNAP expenses were due to COVID related activates: Emergency Allotment, PEBT and the 15% increase in benefit costs.

**Caseloads dropped more at the beginning of COVID due to the \$600/wk of unemployment being counted as income in FS

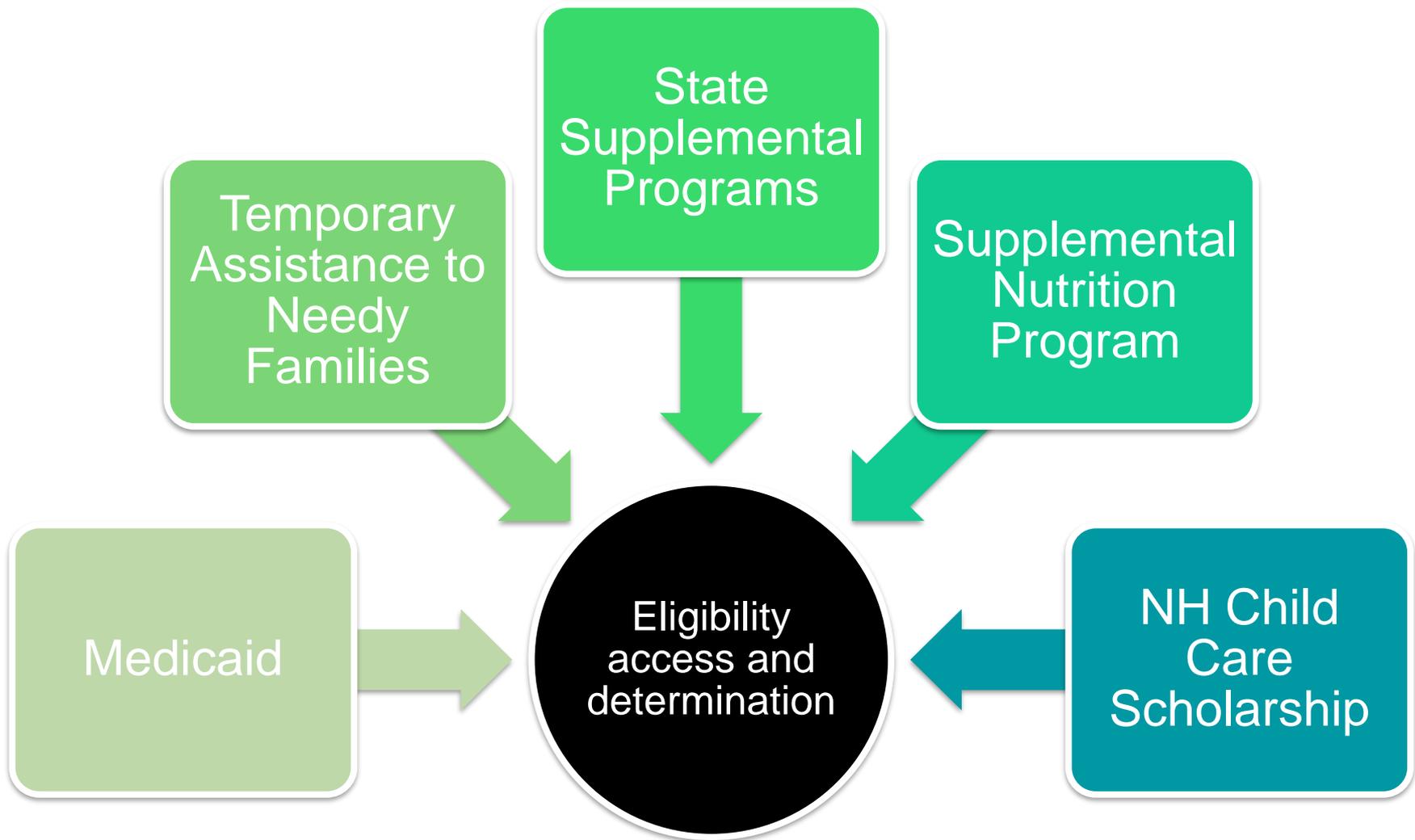


New Hampshire Employment Program

Year *	Number Served
2012	2620
2013	2317
2014	1878
2015	1579
2016	1111
2017	1026
2018	1453
2019	1670
2020	1519
2021	1350



BFA Programs and Services



Bureau of Employment Supports Programs

New Hampshire Employment Program (NHEP)

Eligibility: Single parent TANF recipients whose youngest child is under six (20 hours per week) or Six or older (30 hours per week) who is required to participate in the work program. Participating in NHEP for this target group is required in order for you to continue to receive assistance.

Services/Resources include but not limited to:

- Career guidance
- Work readiness and skill development
- Education and training opportunities
- Employment & training support services
- Finding child care
- Obtaining transportation
- Securing housing

SNAP Employment & Training

Eligibility:

Receiving SNAP benefits
Not receiving TANF, GAP or IDP
Is able to work

Assist SNAP recipients in obtaining and maintaining employment by providing focused referrals, financial support for transportation to search for work, and feedback for SNAP E&T participants resumes, job search materials and methods.

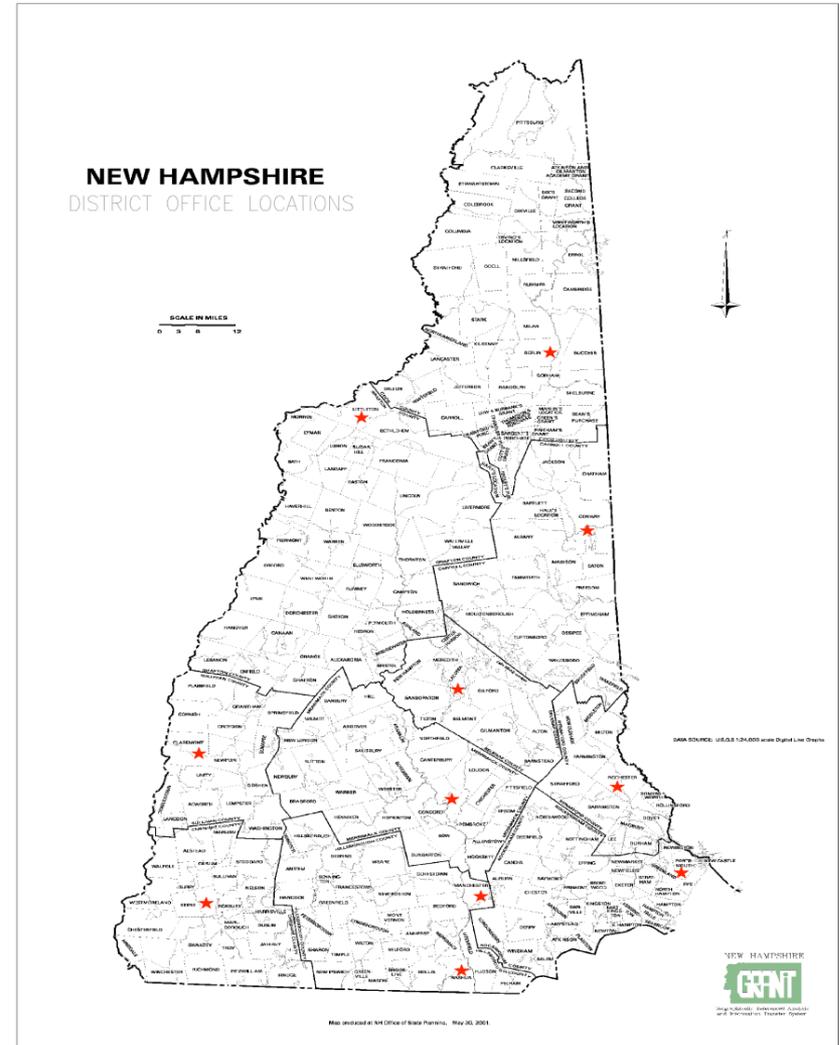
NH's SNAP E&T Program was awarded a SNAP E&T Data and Technical Assistance GRANT to improve the SNAP E&T Program infrastructure and data collection capabilities in the amount of \$494,160



Service Delivery

Provide services statewide services through the 11 district offices, plus centralized units. All services are provided by State of NH Employees.

BES services are provided statewide in combination with BES employees and with a contract through Southern New Hampshire Services.



Key Accomplishments

- Successfully transitioned to working remotely without any disruption to individuals receiving services. Individuals are able to apply via phone, fax, email or online. Interview appointments are conducted via phone and face-to face if requested and needed. Individuals have increased on-line use of NH Easy, where they can manage their services and upload documents.

- To increase access to nutritious foods, participated in the SNAP P-EBT (Pandemic-EBT) program collaborative with the Department of Education (DOE), providing additional benefits to households who are eligible for free and /or reduced school breakfast and lunch.
- Began participating in the EBT Online Purchasing Program (OPP) in July of 2020, in response to the COVID-19 Pandemic. OPP allows recipients to make online purchases with EBT issued benefits at FNS approved retailers.

- BES has enhanced collaboration with other statewide work programs:
- Established a strong relationship with Workforce Innovation and Opportunity Act (WIOA) programs in NH to increase tuition funding available to upskill NHEP and SNAP participants access to obtaining employer supported credentials
- Trained staff on the NH Work Now program to increase tuition funds available for NHEP and SNAP participants.

- While helping to shift participants from in person training to remote learning, 128 recipients of TANF attained either their high school diploma or equivalency this year.



Key Challenges



Need for increased technology to support the work of the employees and enhance customer service.



Staff Vacancies and Staff Turnover.



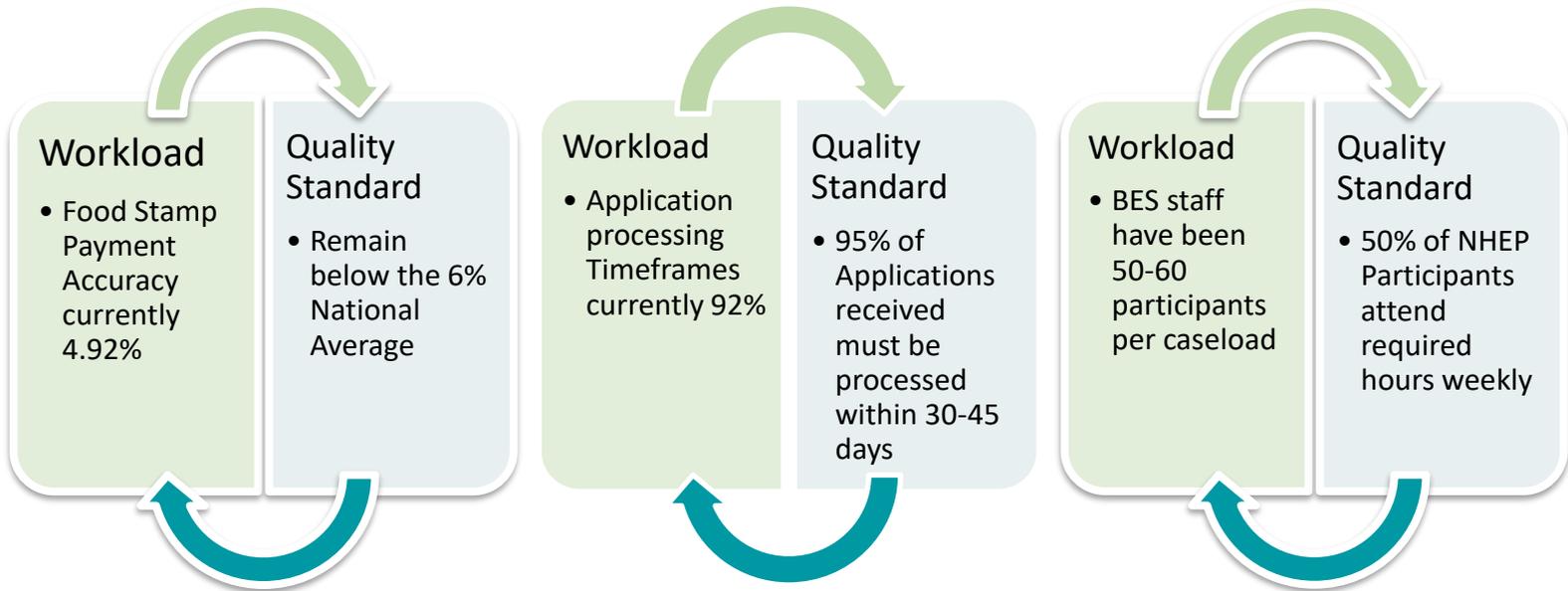
Staff Training- need to focus on enhancements to what and how it is provided.



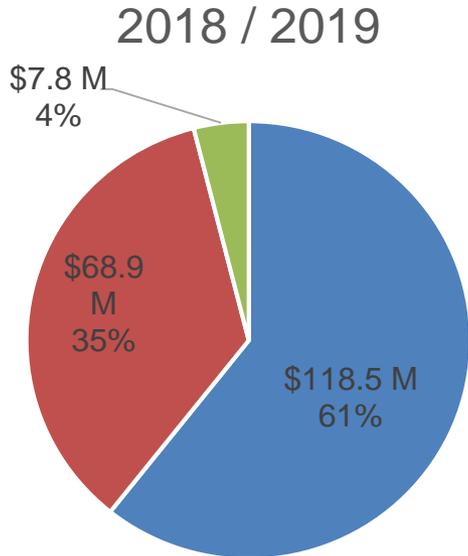
Cliff Effect: When people, primarily working parents become successfully employed and no longer have access to the same benefits, their income typically does not increase enough to make up for the loss of essential services.



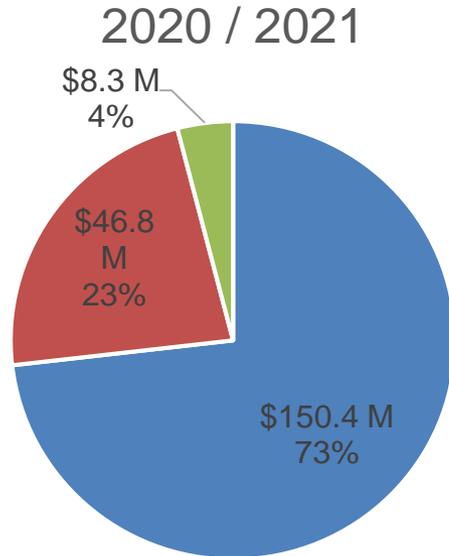
Workload Benchmarks



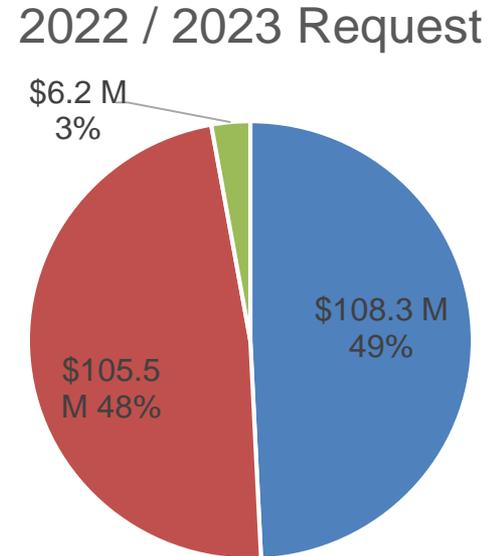
4500 & 4510 Budget



- Federal Funds
- General Funds
- Other Funds



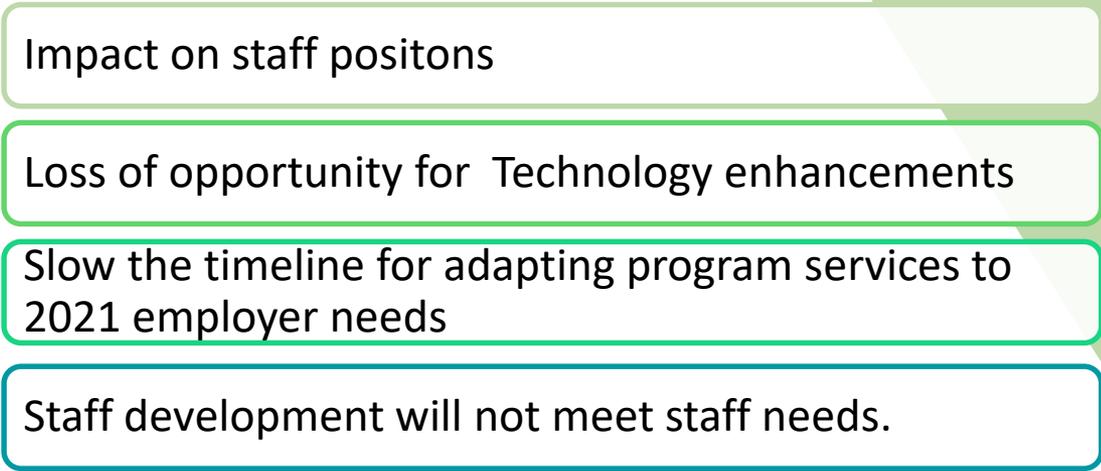
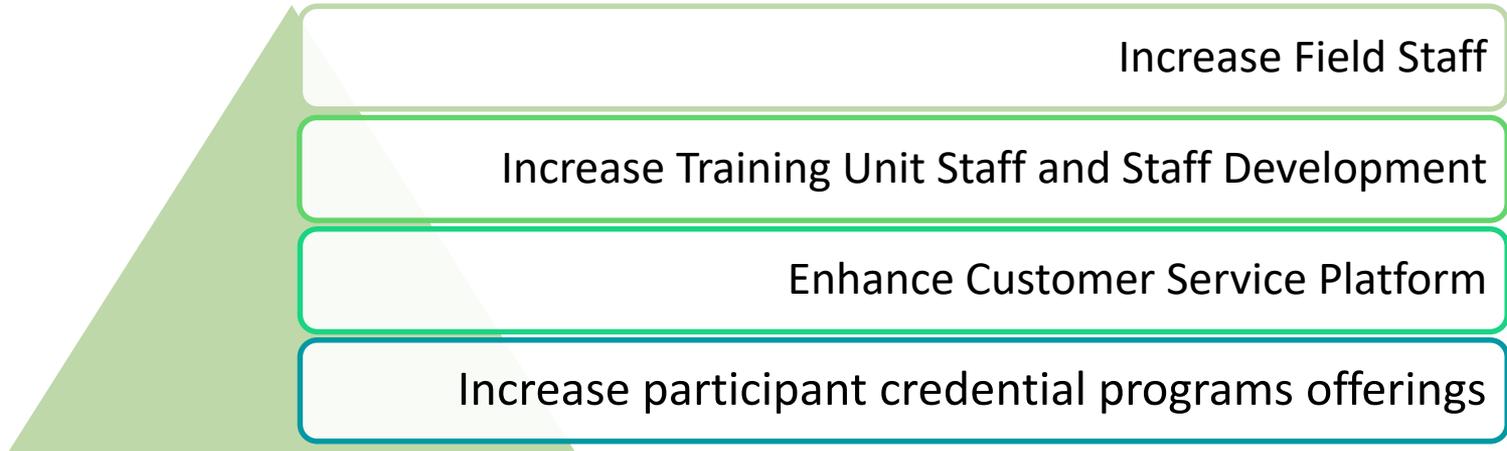
- Federal Funds
- General Funds
- Other Funds



- Federal Funds
- General Funds
- Other Funds



5% Incremental / Decremental Budget Outcome



Bureau of Family Assistance Accounting Units

Activity-Accounting Unit	Accounting Unit Title	Division	Bureau	Budget Book Page #	Budget Briefing Book Page #
4500-6125	Director's Office	DEHS	BFA	973	41
4500-6127	Employment Supports	DEHS	BES	974	42
4500-6146	Temp Assistance to Needy Families	DEHS	BFA	976	44
4500-6153	Separate State TANF Program	DEHS	BFA	976	-
4500-6170	Age Assistance Grants	DEHS	BFA	977	46
4500-6171	Aid To The Needy Blind Grant	DEHS	BFA	978	-
4500-6172	Refugee Grants	DEHS	BFA	978	-
4500-6174	APTD Grants	DEHS	BFA	979	47
4500-6176	State Assist Non-TANF	DEHS	BFA	980	48



Bureau of Family Assistance Accounting Units

Activity-Accounting Unit	Accounting Unit Title	Division	Bureau	Budget Book Page #	Budget Briefing Book Page #
4500-7148	Community Services Block Grant	DEHS	BFA	980	49
4500-7215	Social Services Block Grant	DEHS	BFA	982	50
4500-7216	Kinship Navigator Program	DEHS	BFA	983	-
4510-7993	Field Eligibility & Operations	DEHS	BFA	984	52
4510-7214	New Heights	DEHS	BFA	985	54
4510-7997	Disability Determination Unit	DEHS	BFA	986	56



Bureau of Family Assistance Staffing

Governor Recommended Positions SFY20	%	4500 & 4510 – Bureau of Family Assistance by Accounting Unit
14	3%	6125 – Director’s Office
32	7%	6127 – Employment Support
370	81%	7993 – Field Eligibility & Operations
1	0%	7148 – Community Service Block Grant
22	5%	7214 – New Heights
16	4%	7997 – Disability Determination Unit

